

# Interviewing Community Living Facilities

## General Suggestions:

- Visit several types of facilities at different times of the day, including weekends and meal times
  - Ask questions of the staff, current residents and family visitors
- Detailed information on every Medicare and Medicaid-certified nursing home: [Comparison Link](#)

Initial Observations	Yes	No	N/A
Location and outward appearance appealing			
Received a warm greeting from staff			
Residents seem to be appropriate housemates			
Aesthetically pleasing:			
Décor attractive and homelike			
Good natural and artificial lighting			
Clean			
Free of odors			
Appropriately heated/cooled			
Rooms are clean, spacious, and allow for privacy			

Staff	Yes	No	N/A
Observation of staff during visit:			
Appropriately dressed, personable, and outgoing			
Treat each other in a professional manner			
Acknowledge you			
Interact warmly with residents			
Provide 24-hour assistance with:			
Dressing			
Eating			
Mobility			
Hygiene			
Grooming			
Bathing			
Toileting			
Registered nurse on staff:			
On call			
Sporadic hours			
24/7			
Ratio of residents to staff _____			
Staff trained in:			
Elder abuse and neglect			
Dementia care and how to support challenging behaviors			
Criminal background checks on employees			



<b>Mobility Layout</b>	Yes	No	N/A
Community well designed to meet loved one's needs			
Easy to navigate:			
Floor plan			
Stairways			
Elevators			
Doorways, hallways, and rooms accommodate wheelchairs and walkers			
Handrails available to aid in walking			
Outdoor space available to residents			
Cupboards and shelves easy to reach			

<b>Costs &amp; Finances</b>	Yes	No	N/A
Length of commitment:			
Month to month			
6 month lease			
12 month lease			
Other _____			
Payment:			
Private pay only			
Medicaid			
Medicare			
Long term care insurance			
Basic rent includes _____			
Different costs for various levels/categories of personal care			
Deposit needed			
Process when a resident depletes their personal funds: _____			

<b>Medication &amp; Health Care</b>	Yes	No	N/A
Transportation available for medical appointments			
Medication:			
Self-administration allowed			
Assistance with medications if needed			
Medication policies:			
Regarding storage			
Trained staff			
Record keeping			
Medical emergencies:			
Response procedures (CPR policy, head injury, etc.)			
Escort provided if ER is required			

<b>Resident Needs Assessment</b>	Yes	No	N/A
Current residents are well groomed, clean and dressed appropriately			
Resident's provided:			
Flexible personal care times			
Accommodations made for personal care time			
Transportation available on short notice for shopping/personal outings			



Resident Needs Assessment Continued	Yes	No	N/A
Personal plan of care/assessment for each resident:			
Written out			
Individualized			
Frequently reviewed and updated			
Family involvement in care:			
Invited to care conferences			
Encouraged to participate in care planning			
Encouraged to communicate with staff			
Assess a resident's need for services:			
Periodically assessed			
Assessed by a Registered Nurse			
Third party providers (hospice, therapies, home health) contracts allowed:			
Staff person to coordinate home health-care visits			
Limitations on care and changes in level of care are communicated:			
Family is notified in advance			
Criteria identified for discharge			
Transitional care plan created prior to discharge			
Resident typically able to stay through end of life ("Aging in Place"):			
Hospice allowed to care for residents			

Social & Recreational Activities	Yes	No	N/A
Evidence of organized activities:			
Posted daily activity schedule (if not ask for schedule)			
Variety of activities			
Events in progress			
Offered weekends and holidays			
Reading materials			
Visitors			
Residents encouraged to participate in activities			
Volunteers, family members, etc. help conduct programs			
Activities available in the neighboring community			
Pet therapy			

Individual Apartment Features	Yes	No	N/A
Features:			
Different sizes and types of apartments			
Single and/or double occupancy			
Lockable door			
Accessible 24-hour emergency response system			
Bathrooms			
Private			
Shared			
Accommodates wheelchairs and walkers			
Personalizing room:			
Decorating allowed			
Allowed to bring own furnishings			
What furnishings are provided? _____			



Individual Apartment Features Continued	Yes	No	N/A
Individualized food can be stored			
Housekeeping services provided in apartment			
Telephone, cable or satellite TV, internet access: How is billing handled? _____			
Smoking allowed			
Pets allowed: Who is responsible for their care? _____			

Dining Services	Yes	No	N/A
Common dining area:			
Pleasant and comfortable			
Environmental distractions limited (noisy TV)			
Set times for meals			
Meals:			
Menus vary day to day/meal to meal			
Three nutritionally balanced meals a day/seven days a week			
Food looks appetizing			
May eat in one's apartment			
Families and friends are able to join in meal time			
Food requests:			
Special foods can be requested			
Accommodate special dietary needs:			
Modified texture			
Pureed			
Diabetic			
Sodium restricted			
Meals can be declined for reduced room and board			
Staff provides based on need:			
Encouragement to eat			
Assist with eating			
Snacks available			

Additional Questions	Yes	No	N/A
A loved one, such as a grandchild, is able to spend the night			
Smoking allowed in public spaces			
Services & amenities on site:			
Barber/beautician services			
Religious services and celebrations			
Other? _____			
Special wing or floor for residents with cognitive impairments (Alzheimer's):			
Secured			
Rate of falls			
Policy for reporting suspected abuse			
State or federal inspection report available for review			
Common reasons why a resident may be asked to move out of facility _____			

